

July 28, 2012

Postal Regulatory Commission
901 New York Ave NW, Suite 200
Washington, DC 20268

Reference: PRC Docket # MC2012-26

Dear Commissioners,

We are the franchisees/owners of a The UPS Store in Yulee, Florida, employing five people from our community. We are writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional "PO Box 123, Anytown, MA 01234."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses across the country. For most store owners like us, our businesses are privately owned and represent the sole source of our income. We have financed the purchase of our business partially with a loan secured by our home. This new form of competition from the USPS will result in significant loss of revenue and damage to our business. That will threaten not only our home, but also the jobs of the people we employ.

As a Commercial Mail Receiving Agency (CMRA), our business is regulated and inspected by the USPS. There is no other enterprise in our society where one competitor can regulate another, even to the point of requiring them to turn over their customer list on a quarterly basis.

As a CMRA, we operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA such as our store are prohibited from doing so. When a CMRA mailbox customer moves, we are required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage. The USPS accepts an address change form from these customers, but fails to tell them that mail forwarding from a CMRA must be done by the CMRA and not the USPS. It makes our business responsible for customer's mail and absolves the USPS from any responsibility for U.S. Mail.

As noted in PRC Order No. 1366, “the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services.” The USPS failed to follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. **What the USPS is doing is fundamentally wrong.**

A financially viable Post Office is an important part of our business, but not at our expense. We cannot sit by and watch the USPS launch a series of products and services specifically designed to take our customers.

Thank you for your time and kind attention to this matter. Please do not hesitate to contact us if you have any questions or concerns.

Sincerely,

Susan and Lee Frazier
The UPS Store #6053
463688 State Road 200, Ste. 1
Yulee, FL 32097
904-225-8840
Fax: 904-225-8508
store6053@theupsstore.com